

# DONNA HOUSMAN

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## SENIOR-LEVEL EXECUTIVE ASSISTANT

**Results-oriented** executive assistant with 25 years of experience planning, organizing, and managing high-volume administrative / business operations. Highly motivated quality oriented professional recognized for achievement in areas of sales execution support, and the organization and management of critical tasks.

### Core Competencies

- ✓ Special Project Management
- ✓ Executive Office Management
- ✓ Customer Communication & Liaison Affairs
- ✓ Human Resources
- ✓ Special Event Planning
- ✓ Confidential Correspondence & Data
- ✓ Problem Solving & Conflict Resolution
- ✓ Time Management - Deadline Sensitive

Computer Skills: Microsoft Office (Word, Excel, Access, PowerPoint), AS400, People Soft

### PROFESSIONAL EXPERIENCE

PEACHTREE SUPPLY, GAINESVILLE, GEORGIA

#### EXECUTIVE ASSISTANT – 1993 TO PRESENT

Executive level administrative positions provided a full realm of support to Plant Manager, Vice President of Engineering, Vice President of Sales, Regional and District Managers, and other senior level management. Scope of responsibility was diverse and included client communications, customer service, human resources, shipping, special projects, regulatory reporting, and executive administration.

#### SENIOR SALES ADMINISTRATION

- ✓ Provided management with detailed daily sales figures analysis.
- ✓ Coordinated National Sales meetings which hosted 150 attendees.
- ✓ Compiled sales progress charts and new distribution development.
- ✓ Created weekly and month end Credit, Scrap, Warranty and No Charge reports.
- ✓ Trained employees on product line and pricing.

#### HUMAN RESOURCES

- ✓ Handled unemployment insurance issues and processed partial claims with DOL via internet.
- ✓ Managed attendance functions for Area Managers with Kronos timekeeping system.
- ✓ Conducted employment interviews as well as exit interviews.
- ✓ Acted as liaison between staffing agencies and Human Resources Director.
- ✓ Provided assistance to employees with payroll, tax, or employee relations issues.

#### CUSTOMER SERVICE

- ✓ Provided corporate assistance to clients including Home Depot, Lowe's, and Menard's.
- ✓ Processed customer orders.
- ✓ Effectively handled and resolved customer concerns and complaints.
- ✓ Offered telephone and product knowledge support to wholesale and retail customers.

### EDUCATION

PRESCOTT HIGH SCHOOL, PRESCOTT, ARIZONA, GRADUATE

References available upon request